

# FAQ

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**Q: Where is Xshare?**

**A:** Xshare is located on rebalbl.gov, our primary file server. It can be accessed through the network neighborhood in the domain MSD. The server name is rebal, and the share name is XSHARE. You can also obtain access via the web by logging into this site, then clicking on [My Groups](#) and selecting My Folder (xshare).

**Q: How do I change my password?**

**A:** First, log in using your existing username and (old) password. Then click on My Account and select the [Change Password tab](#).

**Q: Where can I scan and create PDF documents?**

**A:** The 2-455 computer room has everything that you need to scan and create PDF documents. There are 2 scanners available, and a copy of Adobe Acrobat.

**Q: My (Windows) computer is infected. What do I do now?**

**A:** Check to see if you have anti-virus software. If you have Sophos, right-click on the system tray icon and select "Update Now". Then open Sophos and select "Scan My Computer". If you have Symantec instead, update the virus definitions by clicking "LiveUpdate." Then click "Scan Computer" in the left hand toolbar. Check all of the boxes that are local to your computer and click "SCAN." If this does not work, please contact Jeff Gamsby.

**Q: I cannot access the Internet, but it was working yesterday. What do I do?**

**A:** If this happens to you, most likely the lab has blocked your machine from network access. You should run Windows Update as soon as possible and let Jeff Gamsby know so they can restore your network access. In some cases opening a web browser will automatically take you to a page where you can restore access yourself.

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